



THE ARC SAN FRANCISCO

JOB TITLE	Facilities and Office Services Manager	GRADE	
REPORTS TO	Chief Administrative Officer	STATUS	Regular, Full-time
FLSA	Exempt/Non Exempt	STANDARD WK HOURS	

ORGANIZATIONAL SUMMARY:

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

POSITION SUMMARY:

The Director of Facilities and Office Services is responsible for the overall supervision and maintenance of The Arc's various offices, facilities, vehicles, and equipment and the provision of office support services to the staff, clients, and friends of The Arc. The position plans, budgets, and schedules office services as well as facility additions and modifications, including estimates on equipment, labor, materials, and other related costs. The Facilities and Office Services Manager primarily works at The Arc's 1500 Howard Street location, but also oversees The Arc's physical plant at other locations in San Francisco, Marin, and San Mateo counties. The position has direct contact with staff and clients and represents The Arc to donors, vendors, and the public at large.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Facilities:** Responsible for the overall supervision, operation, maintenance, and repair of The Arc's real property, physical plant, and fixtures, including janitorial and handyman services, utilities, service vendors, repair requests, and infrastructure (e.g., elevator, HVAC, etc.). Supervise any construction, repairs or installations of equipment at The Arc's facilities. Advise appropriate management on space allocations and office layouts and locations.
- Vehicles & Parking:** In partnership with program service directors, maintain and deploy The Arc's fleet of owned and leased vehicles as necessary to ensure efficient and responsible use. Manage the allocation of parking spaces at The Arc's various facilities.
- Office Equipment & Furniture:** Maintain, supply, and (when necessary) arrange service for printers, copiers, fax machines, phones, postage machine, and other office equipment in partnership, when required, with IT team. Arrange for the acquisition, deployment, and repair of office furniture, when required.
- Phone System:** Maintain and deploy, with assistance of outside consultant, The Arc's in-house phone system, including switch, voicemail, and desktop handsets. Monitor and manage telecom service providers for voice, fax, cable, and Internet in partnership with IT team.
- Safety & Emergency Systems:** Maintain and rotate The Arc's emergency/earthquake supplies, monitor and maintain fire extinguishers, test fire alarm and sprinkler systems, arrange and monitor security systems and services, respond to alarms, and partner with Human Resources on ADA, OSHA, and CARF compliance and agency safety committee.
- Household Goods Donations:** In partnership with Development, serve as liaison to thrift donation vendor, ReUselt, manage onsite goods donations, and respond to donor questions, concerns, and complaints.

7. **Office Services:** Provide day-to-day support to internal customers for all support requests, manage ordering of supplies, supervise the processing and distribution of mail, supervise shipping and receiving, manage storage of records, perform light maintenance, arrange meeting spaces, and facilitate all moves.
8. **Facility Rental:** Partner with Marketing to generate event rentals and facilitate all rentals, special events, and fundraising events by coordinating scheduling, set-up, breakdown, and clean-up. Manage The Arc's audio/video resources.
9. **Vendor Relations:** Develop, manage, and maintain good relations with existing and potential vendors who provide goods and services to The Arc for facilities management and office services.
10. **Budget:** Develop and administer annual budget for facilities and office services and strive to obtain cost efficiencies wherever practicable and possible.
11. **Additional:** Other responsibilities as assigned.

Key Competencies: To perform the job successfully, an individual should demonstrate the ability to exhibit the following competencies:

- **Communication:** Speaks clearly and effectively, is thoughtful, persuasive; writes clearly and informatively; varies communication style to meet need of audience
- **Knowledge:** Possesses technical knowledge required to do the job including knowledge of public health and/or working the developmentally disabled population.
- **Judgment:** Exhibits sound and accurate judgment; can clearly explain reasoning for decisions; includes appropriate people in decision-making process; demonstrates persistence and overcomes obstacles
- **Adaptability:** Adapts to changes in work duties and organizational structure
- **Problem Solving:** Identifies and resolves problems in a timely manner, works with others to solve complex problems
- **Customer Service:** Ability to work comfortably with diverse populations, with sensitivity to issues concerning developmental and all disabilities. Responds efficiently and cordially to requests for service and assistance interdepartmentally
- **Professionalism:** Reacts well under pressure; treats others with respect and consideration; follows through on commitments
- **Dependability:** Completes tasks on time; takes responsibility for own actions; can be relied upon
- **Strategic Thinking:** Develops strategies to achieve organizational goals; identifies external and internal issues and opportunities; adapts strategy to changing conditions
- **Acumen:** Understands implications of decisions on other areas of the Foundation; displays orientation to non-profit environment; aligns work with strategic goals
- **Leadership:** Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others
- **Proficiency:** Working knowledge of all standard business tools including MS Office products, experience with Internet research
- **Innovation:** Displays original thinking and creativity; meets challenges with resourcefulness; develops innovative approaches and ideas
- **Professional Expectations:** Demonstrated ability to fulfill The Arc's professional expectations of accountability, active collaboration, commitment, communication, diversity and professionalism

EDUCATION AND/OR EXPERIENCE:

BS or associate's degree with technical training in plant engineering, factory/plant maintenance or business administration or equivalent work experience.

Minimum of five to ten years of progressive experience and responsibility in a maintenance or office administration field, two of which were holding a supervisory position directing a multifunctional staff.

PHYSICAL DEMANDS:

Repetitive keyboard use, phone use, walking, standing, bending stooping and direct client interaction.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

This position is primarily located at **(Primary Job Location)** street; San Francisco, however may require traveling to off-site meetings as required by the job.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for personnel so classified.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.

The Arc San Francisco is an Equal Opportunity Employer

APPLICATION PROCESS:

Please send cover letter and resume explaining related experience to:

The Arc San Francisco

Attn: Human Resources Department

1500 Howard Street

San Francisco, CA 94103

OR

Email: jobs@thearcsf.org